

Helping Providers Understand the Crime Victims Compensation Program



Background

The Crime Victims Compensation Program (CVCP) spends about \$8 million annually on benefits for the victims of serious crimes and their families. The program is the safety net for individuals who lack insurance, have exceeded their coverage or have deductibles or co-payments. Because the program is the payer of last resort, verification of primary insurance may briefly delay payments to providers.

What you can do to speed up reimbursement

When you send a bill to us, make sure you include:

- Your patient's crime victims claim number.
- Your Department of Labor & Industries (L&I) provider number and tax account number. (Master-level counselors: use your CVCP provider number.)
- The EOB (Explanation of Benefits) from your patient's primary insurance, even when you know the insurer won't pay.

When you include this information it allows us to process your bill much more quickly.

Answers to frequently asked questions (doctors and mental health counselors)

- **Question:** Can providers call to get the patient's claim number for the Crime Victim Compensation Program?
Answer: Yes. Call 1-800-762-3716 between 8 a.m. and 5 p.m., Monday–Friday. Please provide the victim's name, date of birth and the date of injury.
- **Question:** I have an L&I provider number. Do I need a separate provider number to treat crime victims?

Answer: No. You can bill the CVCP with your L&I provider number. (Master-level counselors: use your CVCP provider number.)

- **Question:** Can we collect any co-payments or fees from patients?

Answer: No. State law prohibits a crime victim with an allowed claim from incurring any out-of-pocket expenses for treatment.

Answers to frequently asked questions (mental health counselors)

- **Question:** Will the Crime Victims Compensation Program pay for counseling before it has been authorized?

Answer: Yes. The initial six sessions do not require authorization, though the form must be submitted when treatment ends or you exceed six sessions.

- **Question:** Does each provider at a clinic need a separate provider number?

Answer: Yes. Clinics employing more than one provider cannot bill on a single provider number.

- **Question:** Do you provide treatment for a crime victim's immediate family?

Answer: Yes. In cases of rape and homicide, we will pay for mental health treatment for immediate family members. Benefits are secondary to other insurance.

For more information

www.Lni.wa.gov/CrimeVictims

Phone: 1-800-762-3716 (toll-free)

Mail: L&I Crime Victims Compensation Program
P.O. Box 44520, Olympia, WA 98504-4520

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